

Job Title: Housing Navigator

Classification: Regular, Full Time, Non-Exempt

Department: Roads Home Program

Reports to: Program Manager

Company Overview

For more than 50 years, Berkeley Food & Housing Project (BFHP) has provided a comprehensive range of housing, food, and support services to help those in need move from homelessness into a safe and affordable home of their own. We serve in six counties in the bay area - Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County. We are proud of our team members who are very dedicated in our mission *to ease and end the crisis of homelessness in our communities.*

Program Description

The Roads Home Program is a Supportive Services for Veterans Families program designed to serve very low-income, primarily homeless Veterans and Veteran families. The program assists Veterans in exiting homelessness to permanent housing and in maintaining permanent housing placement. Services provided by BFHP Roads Home include street and venue-based outreach, case management, permanent housing placement, temporary financial assistance, employment assistance, and assistance in obtaining VA and other benefits. The program will work with all participants to develop and carry out action plans that improve their health and wellness.

Position Summary

Under supervision of the Program Manager, The Housing Navigator supports the Roads Home Program's effort through landlord engagement, retention, and collaboration with other housing agencies. The Housing Navigator is the liaison for all landlords and property management personnel and the Roads Home program and its clients. This position acts as a housing advocate for Veteran households by negotiating housing options on behalf of Veteran households. The position will also support Veteran households in complying with housing rules through various tenant rights education and life skill trainings.

Essential Duties and Responsibilities

- Provide program participants with the housing resources needed to reach their permanent housing goals.
- In partnership with the Housing Services Coordinator, Develop partnerships with property managers and landlords in counties that Roads Homes serves and maintain a database of landlords and available properties.
- Match landlord qualifications with client needs.
- Monitor the local housing rental markets by keeping abreast of market rental rates, supply and demands of housing and other related conditions.
- Negotiate rental agreements with landlords, conduct housing inspections, and assist participants with review of lease agreements and move-ins.
- Assist with the client intake process and initial assessment.
- Collect and keep files of income certifications, calculations of subsidies and lease approvals for participants' direct lease contracts.
- Perform or arrange housing inspections prior to move-in.

- Maintain a database of all clients housed including date and location of permanent housing.
- Conduct regular home visits to clients who are housed.
- Ensure that all regulatory agreements, contracts, and fair housing laws are adhered to as they relate to housing.
- Provide individual and in group education regarding housing retention, tenancy skills and financial assistance and management.
- Coordinate eviction prevention services and follow up with landlords.
- In partnership with the Case Manager, assist clients in meeting basic needs for food, shelter, medical /mental health care, ID's, etc, as needed.
- Create and maintain electronic (HMIS) case files to record all documentation. Document all services provided through HMIS data base, including client intakes, program entry and program exit.
- Adhere to laws regarding confidentiality and reporting requirements; maintain knowledge of current HIPAA certification standards.
- Attend and participate in all meetings, case conferences, and trainings as assigned.
- Drive agency and/or personal vehicle for agency business purposes and to various program sites.
- Work within the framework of BFHP's Code of Conduct.
- Perform other duties as assigned.

Qualifications, Skills and Abilities

- BA/BS in Social Services or related field preferred, or equivalent combination of education, training, and experience.
- Three years of experience in real-estate, property management, or housing support.
- Ability to work some weekends and evenings as needed.
- Commitment to serving homeless individuals and Veterans. Have a clear understanding of PTSD, Traumatic Brain Injury, alcohol and drug dependency and other mental health issues.
- Proficiency in Microsoft Office, email, internet, and calendaring applications. Experience with HMIS a plus.
- Excellent knowledge of local housing markets in the Counties Roads Home serves.
- Must be able to and comfortable with conducting single staffed home visits.
- Veteran status preferred.
- Excellent interpersonal skills with a *can do* and flexible attitude.
- Ability to work with minimal supervision, multitask, maintain confidentiality, and meet deadlines.
- Ability to maintain professional conduct, attitude and appearance at all times.

Special Requirements

- Must have a valid driver's license, reliable personal vehicle, and clean DMV record.
- Must be able to obtain background check clearance.

Physical Requirements

While performing the duties of this job, the employee is



3225 Adeline Street, Berkeley, CA 94703
info@bfhp.org | 510.649.4965 | BFHP.org

- Regularly required to use hands and fingers to handle, feel, or operate objects, tools or controls, and reach with hands and arms.
- Frequently required to stand, walk, sit, climb stairs, talk, hear, and see clearly.
- May be occasionally required to stoop, kneel, or crouch.
- May be required to lift or move up to 50 lbs.

We are extremely proud of our diverse team and welcome all qualified applicants regardless of race, color, religion, age, sex, language, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Type: Full-time
Pay: \$25.75